

STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION
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IN THE MATTER OF THE INDIANA)
UTILITY REGULATORY COMMISSION'S)
INVESTIGATION OF MATTERS)
RELATED TO COMPETITION IN THE)
TELECOMMUNICATIONS INDUSTRY IN)
THE STATE OF INDIANA PURSUANT TO)
IND. CODE 8-1-2 et seq.

CAUSE NO. 42530

APPROVED:

FILED

JAN 22 2004

INDIANA UTILITY
REGULATORY COMMISSION

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") has caused the following entry to be made:

On October 29, 2003 the Commission issued an order initiating this Cause and outlining the general topics for this proceeding. In furtherance of the objectives identified in the October 29, 2003 order, the Presiding Officers have developed the following preliminary list of issues:

1. CSOs

- A. How should Customer Specific Offering (CSO) be defined? (What are they? Who can offer them? To whom can they be offered?)
- B. Should there be any differentiation between CSOs, Individual Customer Arrangements (ICAs), and Individual Case Basis (ICBs)?
- C. Should CSO Guidelines developed in Cause No. 38561 be updated or modified? If so, in what way?
- D. Which type of companies must follow these Guidelines?
- E. What should be the mandatory pricing requirements?
- F. Should renewals of CSO contracts require review by the Commission?
- G. Should vouchers or bonuses be allowed to be offered to select customers if they are not offered to an entire customer class?
- H. If vouchers and bonuses are allowed how should they figure in to the pricing requirements?
- I. Appropriate filing requirements
 - a. How should the CSO be filed?
 - b. What should be included in the CSO filing? (e.g. cost support)
 - c. How does that compare to what is currently being provided in CSO filings?
- J. How should compliance with pricing requirements be verified?
- K. Who verifies the compliance? (IURC staff, 3rd party, CLECs)
- L. Should CSO's be a part of a company's tariff?
- M. How should confidentiality of the CSO and its related cost studies be handled?
- N. What types of services must adhere to these guidelines? (e.g. regulated, unregulated, interstate, intrastate)
- O. Should we revisit the issues of how and by whom E-911 is provided?

2. Winbacks and Promotions

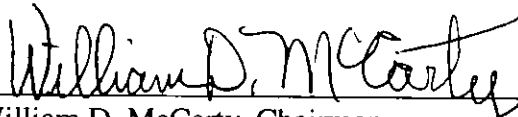
- A. How should winbacks and promotions be defined?
- B. How will discriminatory behavior be detected and prevented?
 - 1. Should offers be allowed to be made only to customers who transferred to CLECs?
 - 2. Should offers be made available to all like-customers?
- C. Should promotional pricing for a service be allowed to be contingent upon a customer's subscription to another service?
- D. Should there be value limits on offers?
- E. Appropriate waiting period
 - 1. Should there be a waiting period?
 - 2. How long should it be? (at least one billing cycle)
 - 3. Should the timeliness of transfer from one carrier to another be considered?
- F. Should there be guidelines for porting customers from one carrier to another?
 - 1. Should there be a time limit? If so, what is a reasonable time limit?
 - 2. What other guidelines should be set?
- G. Should lock-in mechanisms be allowed? If so, should there be limits on length?
- H. Should these types of offers be included in price floor calculations?
- I. Should winback offers and promotions be tariffed?
 - 1. Where should these offers reside in the tariffs?
 - 2. How should they be presented?
 - 3. What filing process should be required?
- J. Should termination penalties be allowed?
- K. For what time period should promotions be allowed to be offered?

3. Bundles and Packages

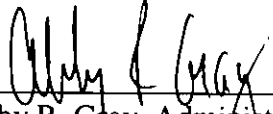
- A. How should bundles and packages be defined?
- B. What types of services can be included in bundles and packages?
- C. What are the appropriate pricing guidelines?
- D. How should the price floor of a bundle or package be determined?
- E. Should promotions be allowed to be included in bundles and packages?
- F. What level of Commission approval is required for bundles and packages?
 - 1. 30 day filing?
 - 2. Other expedited proceeding?
- G. How should bundles and packages be tariffed? Should unregulated or de-tariffed items that are part of a bundle or package be included in the tariff?

The parties should review the list of issues and file comments with the Commission on or before February 23, 2004 addressing any clarifications, additions or deletions that they believe should be made to the issues list.

IT IS SO ORDERED.

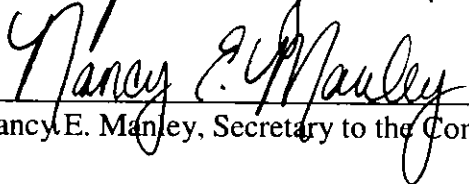


William D. McCarty, Chairman



Abby R. Gray, Administrative Law Judge

Date: January 22, 2004



Nancy E. Manley, Secretary to the Commission